

Session 4: Module 10 - Demographics - Income Part 7 - Ineligibility	
FINAL	
Description	Script
1. Introduction	Welcome to M-SPIRIT Session 4, Module 10 of the M-SPIRIT Required Online Training presented by the Montana Department of Public Health and Human Services WIC Program.
2. Start	Income – Part 7
3. Inlgbt	Income Ineligible
4.	As you know, a family's income applies to the entire M-SPIRIT household.
	Because of this, when a participant's income exceeds the income guidelines...
	That person will be made <u>ineligible</u> if it occurs during the certification.
	That person will be <u>terminated</u> if it happens during the follow-up visit.
	In either case, all other certified household members will be terminated.
	Except for individually adjunctively eligible household members, they will not be terminated.
5.	Per the State Plan, and Federal regulations, if a participant is found ineligible for benefits, that participant must receive a written notification that they are no longer eligible for benefits.
	This must be documented in the participant's file.
	The participant must receive this notification a minimum of 15 days prior to termination of WIC benefits.
	Interpret this as: If a participant is found ineligible, you must ensure that the participant(s) found ineligible have benefits good for at least 15 days past the date of ineligibility.
	The participant(s) must also be informed of their fair hearing rights at this time.
6.	When a participant is terminated or found to be ineligible by M-SPIRIT...
	The fair hearing rights appear on both the termination and ineligibility letter, so if you print that, you have ensured that the participant has received their fair hearing rights.
	But once a person is found to be ineligible or is terminated, you can no longer print benefits for that participant.
	So, somehow, you must print benefits for all household members before making a participant ineligible or terminating them for over income.
	The following slides present procedures for doing that.
7.	Income Ineligible – Printing Benefits for the Household.

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8.	Before saving an income record that will make the household ineligible for WIC benefits, you should print benefits for all certified household members.
	You should issue the minimum period of benefits that satisfies the 15 day regulation.
	These benefits should be good for at least 15 days.
	But should not extend past two months from the date the household becomes over income.
9.	Although benefit issuance is covered in another session, a few examples on how to choose the household benefits to be printed will be presented here.
	M-SPIRIT does not always suggest benefits for all family members that are entitled to benefits and...
	We may not want to print all benefits that are suggested either.
	Let's look at examples of some situations that could arise.
10.	In the first example, today is August 17, 2011 and we have requested that benefits be printed for the Lake household.
	Edith and her breastfeeding baby Estelle are the only household members in valid certifications and are on tri-monthly issuance.
	Also notice that: <input type="checkbox"/> <input type="checkbox"/> • benefits are suggested for mom and baby for 3 months because they are on tri-monthly issuance <input type="checkbox"/> • the first sets of suggested benefits are only good for 8 days) <input type="checkbox"/> • so we will have to issue two sets of benefits to mom and baby so they have benefits good for at least 15 days.
	For this household: <input type="checkbox"/> <input type="checkbox"/> • We will uncheck the benefits good from 9/26 through 10/25 <input type="checkbox"/> • Print for the household <input type="checkbox"/> • Estelle and Edith will each get two sets of benefits and at least 15 days to cash them.
	Click on the green arrow when you are ready to go to the next example.
11.	In the second example, today is October 7, 2011 and we have requested that benefits be printed for the Lake household.
	Notice that Edith and her breastfeeding baby Estelle both in valid certifications until the end of the month of October.
	Here's the difference from the previous example...notice that: <input type="checkbox"/> <input type="checkbox"/> • benefits are suggested only for mom Edith, even though the baby is due benefits <input type="checkbox"/> • benefits are not good for 15 days (only 9 days) <input type="checkbox"/> • benefits do not go to the end of the cert <input type="checkbox"/> • baby Estelle should get benefits as well <input type="checkbox"/> <input type="checkbox"/> • she is entitled to another set of benefits because the suggested benefits: <input type="checkbox"/> <input type="checkbox"/> do not go to the end of the cert and <input type="checkbox"/> <input type="checkbox"/> are not good for 15 days into the future.

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	<p>For this household: ☐☐ • Print the benefits suggested for Edith as they appear above.☐ • “Add” another set for Edith so she has 15 days worth of benefits☐ • Determine why Estelle is not receiving benefits and ensure that she receives at least 15 days worth of benefits</p> <p>Click on the green arrow when you are ready to go to the next example.</p>
12.	<p>In the third example, today is October 7, 2011 and we have requested that benefits be printed for the River household.</p> <p>All participants in the household are eligible for benefits and M-SPIRIT is suggesting multiple benefits for two of them.</p> <p>Also notice that: ☐☐ • the first suggested benefit set is good for more than 15 days, so only 1 month of benefits should be printed</p> <p>For this household: ☐☐ You would select just the first set of benefits for all family members and print them.</p> <p>Click on the green arrow when you are ready to go continue.</p>
13.	<p>The important ideas you should get from printing the last set of benefits when a household becomes income ineligible are:</p> <p>It is required that all family members receive at least 15 days of benefits if they are otherwise entitled to them and...</p> <p>You cannot rely on the system to propose the proper benefits for all household members</p> <p>You must be alert because each circumstance is different and must be handled uniquely.</p> <p>Now let's look at the two cases of income ineligibility: when it is determined at certification and at follow-up visit.</p>
14.	Income Ineligible – At Certification
15.	<p>Prior to starting a certification, you should always scan supporting documents, including proof of income.</p> <p>Once you have scanned the income, start the certification.</p> <p>Enter the income information right away, since you will not continue with the cert if the participant is over income.</p> <p>If the participant is not over income, continue with the certification as normal.</p> <p>But, if the participant is over income...</p> <p>Do not save the income contact, cancel it...</p> <p>Close the door on the certification and remove the incomplete cert.</p> <p>Print benefits for the entire household, including the person you were attempting to certify if appropriate.</p> <p>Restart the CGS and reenter the income and save it this time.</p>

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	The applicant will be found ineligible and all household members (except those who are individually adjunctively eligible) will be auto-terminated.
	Print the Ineligibility Notice and write the names of all of the household members being auto-terminated on it.
	Scan the notice into the applicant's and all auto-terminated household member's folders.
16.	Let's see an example and we'll take a look at what happens when Blair Lake is determined over income at her certification.
	We have already scanned in her supporting documents, including income.
	So go ahead and start her certification.
17.	<no script>
18.	Income is found in Demographics, so let's go there!
19.	Click on the Income Calculator.
20.	Since we've already reviewed how to add income records in previous modules, we took a shortcut and added all of the Income Information and the Household Size.
	With 5 people in the household and a total of \$5,131 per month, the Lake household's income is over the WIC income guidelines.
	Click the OK button.
21.	Whenever you click the OK button, M-SPIRIT performs an automatic assessment of eligibility based on income amount and household size.
	If the participant is over-income, the following message, which has 3 different components, displays.
	First, it lets you know that based on the current income record the participant is not income eligible and will be terminated.
	Second, it verifies that the information is correct. If you click the Yes button, the system saves the income. If you click the No button, the system returns you to the Income Calculator window.
	Lastly, it warns you that any other members of the household who are in a current certification will also be terminated by the system.
	It should be noted that any household members individually adjunctively eligible will not be auto-terminated since the household income does not affect their eligibility.
22.	Since we haven't printed the household benefits yet, we do not want to save this income, so click the No button.
23.	We don't want to save the income yet, so click the Cancel button.
24.	...and Cancel out of Demographics.

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25.	Close the door on the certification.
26.	We then want to Remove the Incomplete Certification.
	Select Participant Activities.
27.	Select Remove Incomplete Certification.
28.	<no script>
29.	Click Yes.
30.	The CGS is closed automatically and the Participant Folder does not lock (is not grayed-out).
	We now want to print the final benefits for the household before it is terminated.
31.	Print benefits for the household using the guidelines presented previously in this module, remember...
	You must be alert because all eligible participants must receive at least 15 days benefits.
	You cannot rely on the system to do the right thing for all household members.
32.	Once you have printed benefits for the household...
	Restart the certification and reenter the income, but...
	This time you will save the income.
	This will cause the applicant to be ineligible...
	And, with the exception of individually adjunctively eligible members, all household members will be terminated.
Let's complete our example.	
33.	Start Blair's cert again, go to Demographics and click on the Income Calculator.
34.	<no script> help: Click on Yes.
35.	<no script> help: Click on Demographics.
36.	Click on the Income Calculator.
37.	Once again, we took a shortcut and added all of the Income Information and the Household Size.
	The Lake household's income is over the WIC income guidelines.
	Click the OK button.
38.	This time, we do want to save the income information.
	Click Yes.
39. <inlgb13>	Once you click Yes, the ineligibility process is complete.
	The message indicates why the participant is ineligible.

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	<p>Although this message indicates you can cancel the information that has made the participant ineligible, it is too late at this point.</p> <p>The ineligibility process continues even if you click the Cancel button.</p> <p>The Create Ineligibility Notice checkbox is auto-selected and automatically sends the ineligibility letter to the printer once you click OK.</p> <p>If Spanish is selected for Correspondence Preference in the AdditionalInfo2 tab in Demographics, this Ineligibility Letter automatically prints in Spanish.</p> <p>Click the OK button.</p>
<p>40. <inlgb123></p>	<p>The CGS is closed automatically and the Participant Folder is not locked.</p> <p>Click the AdditionalInfo2 tab.</p>
<p>41. <inlgb124></p>	<p>The Ineligibility Reason and Date display in this tab.</p> <p>Notice that the Termination Reason and Date still display N/A since Blair was determined ineligible not terminated.</p> <p>Close the Participant Folder.</p>
<p>42. <inlgb126></p>	<p>Click the Show Details button.</p>
<p>43. <inlgb127></p>	<p>Notice that Blair no longer has any certification information, which can be an indication that she has been determined ineligible.</p> <p>And, again, because she was determined ineligible and not terminated, no termination information displays.</p> <p>Click on Edith Lake.</p>
<p>44. <inlgb128></p>	<p>Do you remember the message that said all other eligible household members would be terminated?</p> <p>Edith was certified until the end of October.</p> <p>However, her certification was automatically terminated by the system when the Lake household income was determined too high to meet WIC income guidelines.</p> <p>Let's take a quick look at the Ineligibility Letter that we printed for Blair.</p>
<p>45. <inlgb129></p>	<p>This is an example of the Notice of Ineligibility.</p>

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	The income displayed is based on amount per month.
	Since Blair, Edith and Estelle are no longer eligible for WIC, you should write Edith's and Estelle's name on Blair's letter also.
46.	The fair hearing information displays the State WIC Director, your agency name, address and a number for the State WIC office.
47. Inlgb1	You must then scan the Ineligibility notice into the participant folders.
	For document type select "Other".
	Then apply the document to all participants that were terminated due to Income Ineligibility.
	For the comment field, enter "Notice of Ineligibility".
48.	Income Ineligible at Follow-up
49.	Prior to entering the income, you should scan the proof of income.
	After scanning the income, you should enter the income information right away, since you will not continue with the follow-up if the participant is over income.
	If the participant is not over income, continue with the follow-up as normal.
	But, if the participant is over income...
	Do not save the income contact, cancel it...
	Print benefits for the entire household, including the original participant.
	Reenter the income and save it this time.
	The participant will be terminated for Over Income as will all household members (except those who are individually adjunctively eligible).
	Print the Termination Notice and write the names of all of the household members being auto-terminated on it.
	Scan the notice into the participant's and all auto-terminated household member's folders.
50.	Let's take a look at what happens when Judith River is determined over income at her follow-up visit.
	We have already scanned in her supporting documents, including income.
	So click on the Income History Tab.
51.	Click on the Add Income Screening Contact.
52.	Moving Up!
53.	Since we have already reviewed how to add income records in previous modules, we will take a shortcut and add all of the

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	Income Information and the Household Size.
54.	There!
	We have created an Income Contact that will make the household Over Income.
	Click the OK button.
55.	We know that if we save this income contact, the household members will be terminated and we will not be able to print benefits!
	Since we haven't printed the household benefits yet, we do not want to save this income, so click the No button.
56.	This returns you to the Income Contact.
	We don't want to save the income yet, so click the Cancel button.
57.	<no script>
58.	Print benefits for the household using the guidelines presented previously in this module, to review...
	You must be alert because all eligible participants must receive at least 15 days benefits.
	You cannot rely on the system to do the right thing for all household members.
59.	One you have printed benefits for the household...
	Reenter the income, but...
	This time you will save the income.
	This will cause active household members to be terminated...
	With the exception of individually adjunctively eligible members.
	Print and mark up the termination notice and scan it into the appropriate household members files.
Let's complete our example.	
60.	We've returned to the Income History Tab of our participant.
	Click on the Add Income Screening Contact.
61.	Moving Up!
62.	We will take a shortcut and reenter all of the Income Information and the Household Size.
63.	There!
	We have reentered an Income Contact that will make the household Over Income.
	Click the OK button.
64.	Since we have printed benefits, it is OK to save this income contact now!
	Click the Yes button.
65.	All household members have now been terminated for Over Income, including Judith.

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	Let's take a look at Judith's AdditionalInfo2 tab in Demographics. Click on Demographics.
66.	Click on the AdditionalInfo2 tab.
67.	Notice that Judith is Terminated for Over Income.
	However, we can take advantage of the fact that we haven't saved Judith's record yet, and we can print the termination notice.
	Click on Participant Activities.
68.	Select Manually Terminate Participant.
69.	<no script>
70.	The Termination Date defaults to the current date.
	We need to select a Termination Reason. Click the drop-down arrow.
71.	Click on the white area below the blue scroll bar.
72.	Judith is being terminated because her household no longer meets income requirements.
	Select the Over Income option.
73.	<no script>
74.	The Generate Official Notice checkbox is default selected.
	By keeping it selected, the system automatically sends a Letter of Ineligibility to the printer once you click the OK button.
	Let's click OK...
75.	Before we look at the Official Notification that we printed, let's look at the Participant List.
	Note that the participant list doesn't show that anyone in the household is terminated.
76.	Why is that?
77.	That's right! We have to refresh the display by clicking on the Search button and then Show Details, Go ahead!
78.	<no script>
79.	Now the entire household has been terminated because they no longer meet the WIC Income Requirements.
80.	<no script>
81.	Okay, now let's look at the Official Notice that we printed.
82.	This letter is slightly different from the letter that prints when the participant is determined ineligible in the CGS.
	The agency information still displays, but at the top of the letter.
	The reason the participant is ineligible prints.
	The Fair Hearing information provides an address for the State WIC Program and a different general number for the State office.
	The letter looks different, but all-in-all is essentially the same. If you recall from before, you print all auto-terminated household member names on the Ineligibility Letter.

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83.	Just as when participants became over income during the certification, you must scan the Termination Notice into the participant folders.
	For document type select "Other".
	Then apply the document to all participants that were terminated due to Income Ineligibility.
	For the comment field, enter "Notice of Ineligibility". Have you noticed that you fill this out the same way you did when over income was determined as part of the certification process?
84. Questions	Do you have any questions about what we just reviewed? If so, please submit them via the M-SPIRIT Frequently Asked Questions forum on the Montana WIC website.